

Penny Brohn UK Responsible Gambling Policy

1. Introduction

Penny Brohn UK is the trading name of Penny Brohn Cancer Care, a registered charity in England and Wales (no. 284881) and a company limited by guarantee (no. 1635916 England).

To fund our services, we undertake a range of fundraising activities; one important area of fundraising is the Penny Brohn UK Weekly Lottery.

The Gambling Act 2005 is designed to control all forms of gambling and provides a legislative framework for operating a society lottery.

Penny Brohn UK is registered with North Somerset Council, Registration No: NSC/061757 to promote and operate lotteries.

The regulatory framework introduced by the Gambling Act 2005 is based on the following licensing objectives:

- Ensuring that gambling is conducted in a fair and open way;
- Protecting children and other vulnerable persons from being harmed or exploited by gambling; and
- Promoting social responsibility in gambling;
- Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime;

Penny Brohn UK and its staff are committed to the protection of children and other vulnerable persons from being harmed or exploited by gambling. Our charity and employees will take reasonable steps to identify customers who may be experiencing difficulties with gambling behaviour and signpost them to appropriate guidance and support.

2. Fair and Open draws

Our current External Lottery Manager (ELM) is Unity Lottery, part of Sterling Lotteries. Unity Lottery specialises in lotteries for charities. Our ELM processes all entries and handles all monies received for the lottery, however all monies are paid in directly to our own bank account, and banking reports are issued by out ELM on a weekly basis.

Penny Brohn UK will ensure that:

- Terms and conditions for the running of the lottery are fair and open and are available to a participant who may request them
- Terms and Conditions are published on Penny Brohn UK's website. Customers will be notified of any changes to the terms before they come into effect

- Upon request from any player, we will provide a full history of their lottery membership, including complete payment and winnings history
- Players have access to clear information on matters such as the rules of the game, the prizes that are available, the chances of winning, and the way in which prizes are allocated
- Any advertising and promotional material is clear and not misleading.

3. Children and vulnerable persons

- When a new player signs up to our lottery, they will be required to declare that they are over the age of 18 and may be required to confirm their date of birth
- Anyone under the age of 18 will not be permitted to purchase a ticket to enter the lottery
- If, upon winning, any individual is found to be under the age of 18 then all winnings will be forfeited.

4. Responsible Gambling

- Our lottery website and media relating to the promotion of our lottery will provide information on gambling support organisations and alert players to Be Gamble Aware
- On request, we will close any player's lottery membership for a minimum period of 6 months during which time the membership cannot be reinstated.
- Our society will provide appropriate awareness training to our employees on problem gambling
- To help customers to keep control of their gambling and recognise when it has become a problem, we will provide information on our lottery website to highlight that they should:
 - a. See gambling as entertaining and not as a way of making money
 - b. avoid chasing losses
 - c. only gamble what you can afford to lose
 - d. keep track of the time and amount you spend gambling
 - e. read the game rules
 - f. know that professional help is available.
- If a customer contacts us to advise they are concerned that gambling may have become a problem for them or someone they care about then the following prompts will be used by staff to help them identify problem gambling:
 - Do you stay away from work to gamble?
 - Do you gamble to escape from a boring or unhappy life?
 - When gambling and you run out of money, do you feel lost and in despair and need to gamble again as soon as possible?
 - Do you gamble until your last penny is gone, even the fare home or the cost of a cup of tea?
 - Have you ever lied to cover up the amount of money or time you have spent gambling?
 - Have others ever criticised your gambling?
 - Have you lost interest in your family, friends or hobbies?
 - After losing, do you feel you must try and win back your losses as soon as possible?
 - Do arguments, frustrations or disappointments make you want to gamble?
 - Is your mental health being affected because of your gambling?

Where a customer answers 'yes' to one or more of these questions they may have a gambling problem and will be advised that if they wish to speak to someone about it they should contact the National Gambling confidential helpline on 0808 8020 133 or visit the website <https://www.begambleaware.org/> for further information.

5. Self-Exclusion

- We will make information about how to self- exclude available on our lottery website
- Our ELM, Sterling Management Centre Limited utilizes technology which identifies self-excluded players and prevents them from re- entering the lottery
- You can opt out of playing for a minimum of six months. We will not send you any marketing material during this time and your lottery account will be closed. We will refund any unused funds in your lottery account

- If you wish to make this change, you can contact us on fundraising@pennybrohn.org.uk Alternatively, you can download the PDF form attached and email fundraising@pennybrohn.org.uk. You will be sent a confirmation of your decision to self-exclude that will outline the amount of time you have chosen to not par take

- At the end of your period, the self-exclusion will remain in place for a further seven years unless you tell us that you want to gamble again

- A self- excluded individual will be flagged or removed from our marketing databases within two days of receiving a completed self- exclusion notification.

6. Crime and Disorder

- Penny Brohn UK is committed to preventing gambling from:
 - o Being a source of crime or disorder
 - o Being associated with crime or disorder or being used to support crime.
- We will provide guidelines to employees on how to recognize suspicious transactions and the process of reporting them in line with the Proceeds of Crime Act
- A single player will be limited to a maximum of £20 worth of entries in our lottery per week
- We will not take lottery entry payments in cash.